

What is claimed is:

1. An error-processing system for printers, comprising:

a user terminal installed with a print driver for controlling drives of a printer, and adapted to send an error recovery request signal to an external server providing information on the printer when an error occurs during a print job; and

a printer server adapted to receive the error recovery request signal and provide the user terminal with a debug utility program capable of capturing information related to the error, and, if the information captured by the debug utility is received from the user terminal, to determine and solve a cause of the error using the received information, and to provide the result to the user terminal, wherein the user terminal is adapted to install the debug utility into the printer driver and to send to the printer server the information captured by the installed debug utility.

2. The error-processing system as claimed in claim 1, wherein the user terminal includes:

a communication unit adapted to communicate with the printer server;

a storage unit for storing the information captured by the debug utility; and

a terminal control unit for sending the error recovery request signal and the information captured by the debug utility to the printer server through the communication unit.

3. The error-processing system as claimed in claim 1, wherein the printer server includes:

a communication unit adapted to communicate with the user terminal;

a database adapted to store the debug utility; and

a server control unit adapted to, if the error recovery request signal is received from the user terminal through the communication unit, send the debug utility stored in the database to the user terminal.

4. The error-processing system as claimed in claim 1, wherein the debug utility is adapted to automatically set parameter values of printer driver registration information to predetermined values to capture information related to the error.

5. The error-processing system as claimed in claim 1, wherein the debug utility sets a spool data format of the printer driver in an Enhanced Meta File format.

6. The error-processing system as claimed in claim 2, wherein the information captured by the debug utility includes information on an operating system of the user terminal, information on the printer driver, and information on print data, and wherein the terminal control unit is adapted to generate a certain file for the information captured by the debug utility and to send the file to the printer server.

7. An error-processing method for an error-processing system for printers wherein the system has a user terminal installed with a printer driver to control drives of a printer and a printer server connected through the internet, comprising steps of:

 sending an error recovery request signal to the printer server if an error occurs during print jobs for print data using the printer;

 providing the user terminal with a debug utility capable of capturing information related to the error if the error recovery request signal is received;

 installing the debug utility transferred from the printer server into the printer driver and sending the information captured by the installed debug utility to the printer server; and

 receiving the information captured by the debug utility from the user terminal, determining a cause of the error and solving the error, and sending the result to the user terminal.

8. The error-processing method as claimed in claim 7, wherein the information captured by the debug utility includes information on an operating system of the user terminal, information on the printer driver, and information on the print data, and further comprising the steps of generating a certain file for the information captured by the debug utility and sending the file to the printer server.

9. The error-processing method as claimed in claim 7, wherein the debug utility automatically sets parameter values of printer driver registration information to certain values to capture information related to the error.

10. The error-processing method as claimed in claim 7, wherein the debug utility automatically sets a spool data format of the printer driver to an Enhanced Meta File format.

11. An error-processing system comprising:
a printer server adapted to receive an error recovery request signal from a user terminal, to provide the user terminal with a debug utility program capable of capturing information related to the error, to receive information captured by the debug utility, and to determine a cause of the error based on the received information.

12. The error-processing system of claim 11, wherein the printer server further comprises:

a communication unit adapted to communicate with the user terminal;
a database adapted to store the debug utility; and
a server control unit adapted to send the debug utility stored in the database to the user terminal in response to the error recovery request signal.